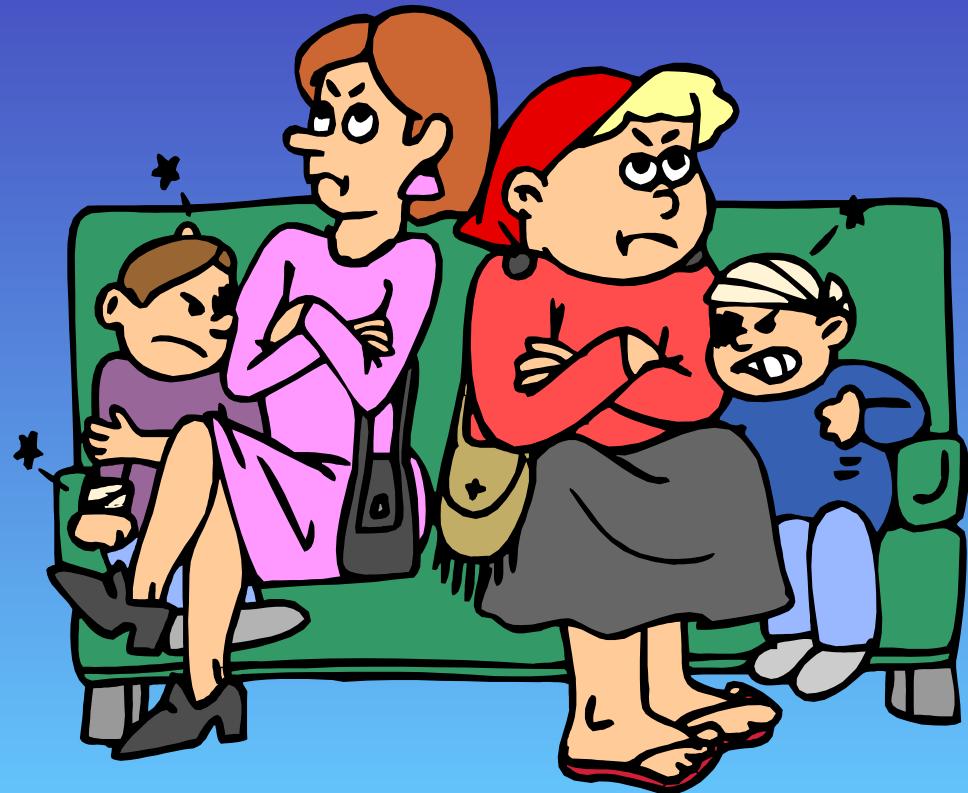
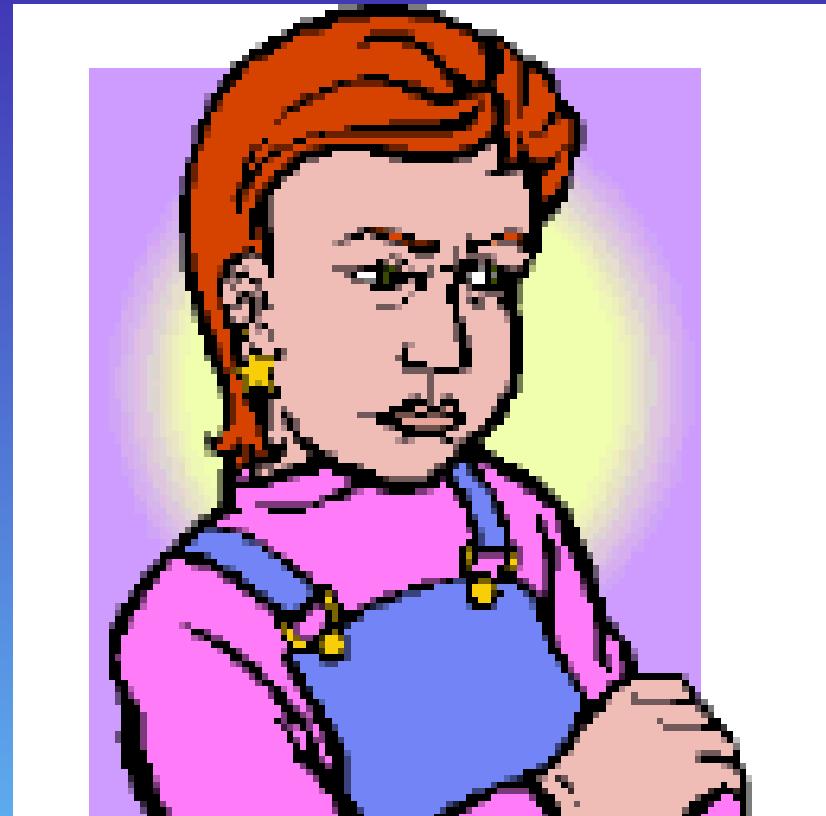


NONVERBAL COMMUNICATIONS



Nonverbal Negotiating

- ▲ Negotiation officially defined as a **“Communication process”**
- ▲ 70 - 90 percent of communication neither spoken nor written



Importance of Nonverbals

- ▲ Obtain information from the other side
- ▲ Prevent inadvertent disclosures of information
- ▲ Validate verbal messages/detect dishonesty
- ▲ Enhance bargaining position

Nonverbal Negotiating

- ▲ Kinesis
 - body movements
 - gesture/posture
 - facial expression
- ▲ Oculistics (eye movements)
- ▲ Haptics (Touching behavior)
- ▲ Vocalics (Voice sounds)
- ▲ Proxemics (Space and distance)



Nonverbal Message Types

- ▲ Conscious and deliberate nonverbal
 - sender and receiver are aware of message
- ▲ Subliminal nonverbal
 - sent to subconscious mind
 - receivers not consciously aware
- ▲ Involuntary nonverbal
 - unintentional signals
 - more honest than verbal messages

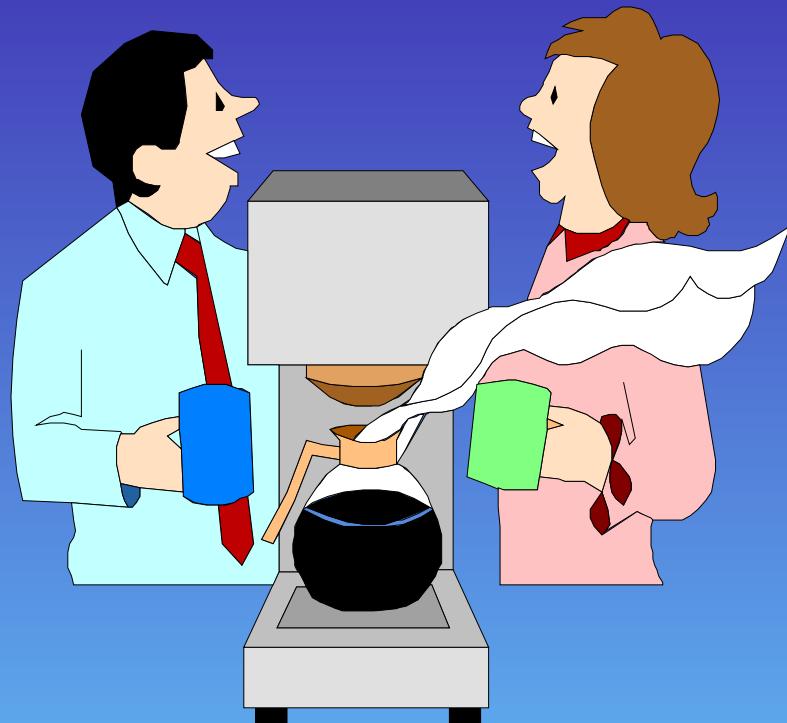
Body Language

- ▲ Expressions of face, head and body
- ▲ 135 distinct gestures
 - 80 face and head gestures
 - 9 distinct ways of smiling



BODY LANGUAGE - POSITIVE ATTITUDES

- ▲ Confidence
- ▲ Interest
- ▲ Eagerness



BODY LANGUAGE - NEGATIVE ATTITUDES

- ▲ Deception
- ▲ Defensiveness
- ▲ Insecurity
- ▲ Frustration
- ▲ Boredom



Physical Environment

- ▲ Conference facility
- ▲ Table configuration, size, and seating arrangements
- ▲ Distance between negotiators
- ▲ Relative elevation of the negotiators
- ▲ Visual aids

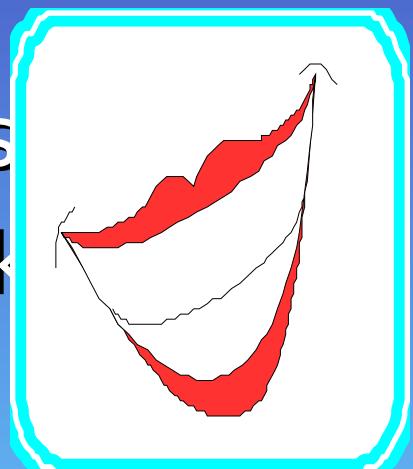
Personal Appearance

- ▲ Dress for success
 - appear as you would for a new job interview
- ▲ Affects credibility and bargaining position
- ▲ Perception more important than reality
- ▲ When you look good, you will generally
 - feel good
 - perform better



Voice Sounds

- ▲ Inflection, pronunciation, volume, and speed
- ▲ Speak in a confident, articulate and persuasive manner
- ▲ Avoid harshness/tentativeness
- ▲ Listen for how words are spoken



Handshake

- ▲ Initial handshake most important
- ▲ Reinforce with other positive nonverbals

